

POLICY

Each state and private contracted residential juvenile justice facility must have a continuous quality improvement program. The program must include a continuous quality improvement plan that is approved by the facility director and, in the case of state facilities, the Director of Juvenile Justice Programs.

PURPOSE

To evaluate and improve facility conditions of safety and security for youth and staff as well as the delivery and effectiveness of treatment and therapeutic services.

DEFINITIONS

See JRG, JJ Residential Glossary.

**RESPONSIBLE
PARTY**

All facility staff.

PROCEDURE

The program must work in concert with other inspection and review programs including licensing by the state, contractual performance monitoring, and reviews by any external auditing or accrediting organizations. Where appropriate, licensing reviews and efforts to achieve and maintain a current nationally recognized accreditation may be considered as meeting policy requirements. The program must include:

- A plan-do-check-act methodology.
- Qualitative and quantitative elements.
- Input and feedback from residents, their families, staff, and other relevant stakeholders.
- Protocols that support the evaluation of contractor performance.
- Clinical peer reviews, where appropriate, for treatment and therapy.

The program must generate written reports that include findings, conclusions and appropriate recommendations.

Program records must be maintained in accordance with approved general or agency-specific record retention schedules.

LEGAL BASIS

Social Welfare Act, 1939 PA 280, as amended, MCL 400.115a(1)(I)